

## **Program B: Claims**

### **OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003.

DEPARTMENT ID: 01 Executive Department  
 AGENCY ID: 01-130 Department of Veterans Affairs  
 PROGRAM ID: Program B: Claims

1. (KEY) To reach and maintain a 65% approval ratio and to process a minimum of 39,000 claims per year.

Strategic Link: This operational objective relates to strategic plan objective I.1: *Identify available continuing educational programs offered by the State and other beneficial specialized training programs*.  
 Objective II.1: *To achieve higher levels of citizen satisfaction by delivering quality, timely, and responsive representation resulting from the ability to readily access claimant information.*

Louisiana: Vision 2020 Link: This operational objective relates to Louisiana Vision 2020, Objective 1.8, " *To improve the efficiency and accountability of governmental agencies* ."

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of claims approved	56%	68%	60%	60%	68%	65%
K	Number of claims processed	34,320	39,931	34,320	34,320	40,000	39,000
K	Average state cost per claim processed <sup>1</sup>	Not applicable <sup>2</sup>	\$9.40 <sup>2</sup>	\$11.09	\$11.09	\$11.83	\$9.23
S	Average cash amount per claim	\$12,401	\$11,339	\$12,401	\$12,401	\$11,320	\$11,320

<sup>1</sup> Average state cost per claim processed is calculated by dividing number of claims processed into state general fund dollars budgeted.

<sup>2</sup> This performance standard did not appear under Act 11 and does not have a FY 2000-2001 performance standard.

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GENERAL PERFORMANCE INFORMATION:					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Percentage of processed claims approved	56%	43%	54%	60%	68%
Number of claims processed by Claims Program	32,272	33,618	32,527	33,764	39,931
Average cash amount per claim	\$12,445	\$12,273	\$12,506	\$12,605	\$11,339
Average state cost per claim processed	Not available	\$8.62	\$10.58	\$10.48	\$9.40